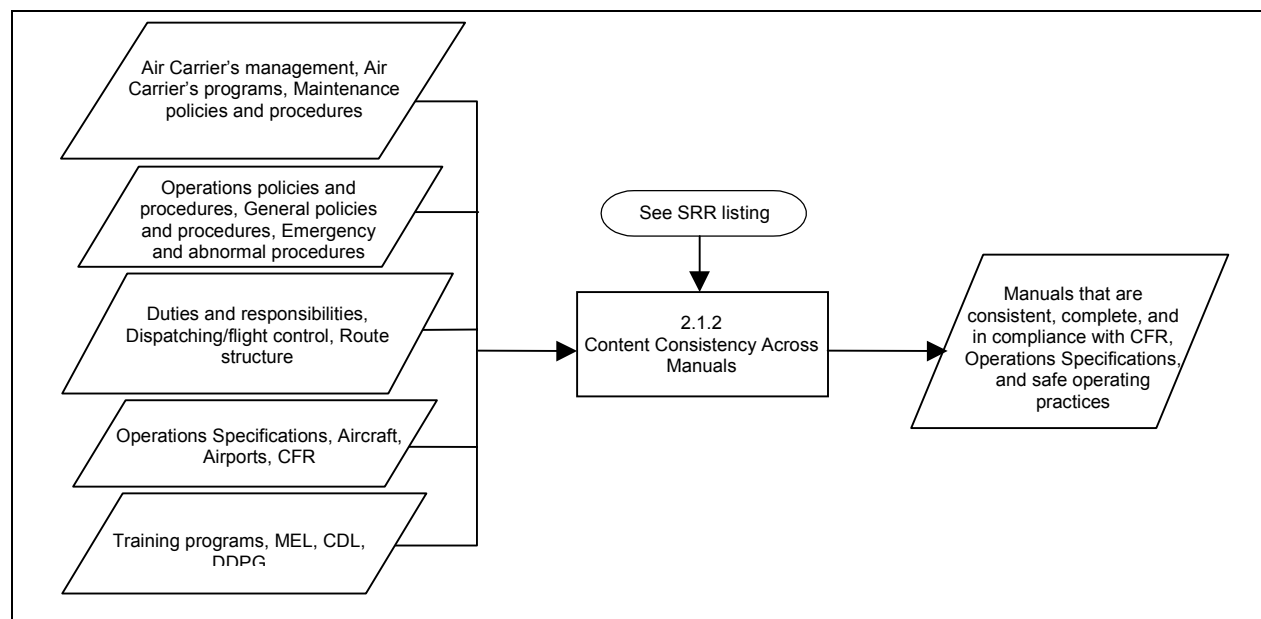


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ELEMENT SUMMARY INFORMATION

Element: 2.1.2 Content Consistency Across Manuals

Purpose of this Element (Air Carrier's responsibility):

To ensure that the manual content is consistent throughout the Manual System.

Objective (FAA responsibility): To determine if the Air Carrier adheres to its process and controls for Manual Content Consistency.

Inputs:

- Air Carrier's Management
- Air Carrier's Programs
- Maintenance Policies and Procedures
- Operations Policies and Procedures
- General Policies and Procedures
- Emergency and Abnormal Procedures
- Duties and Responsibilities
- Dispatching/Flight Control
- Route Structure
- Operations Specifications
- Aircraft
- Airports

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Inputs: (Continued)

- CFR
- Training Programs
- Minimum Equipment List (MEL)
- Configuration Deviation List (CDL)
- Dispatch Deviation Procedures Guide (DDPG)

Outputs:

- Manuals that are consistent, complete, and in compliance with CFR, Operations Specifications, and safe operating practices.

Performance Measures:

- The Air Carrier's Manuals have consistent content throughout the Manual system.
- The Air Carrier's Manuals contain complete information.
- The Air Carrier's Manuals contain all requisite information (e.g., CFR, safe operating practices, Operations Specifications).

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SRR:

- 119.65(e) Management personnel required for operations conducted under Part 121 of this order
- 121.135(a), (b), (c) Contents
- 121.360(b), (c) Ground proximity warning/glide slope deviation alerting system
- 121.369(a), (b) Manual requirements
- 121. 628 Inoperable instruments and equipment

Other CFRs and/or FAA Guidance:

- FAA Order 8400.10, Volume 2, Chapter 2, Section 1, Paragraph 73-- Application Attachments.
- FAA Order 8400.10, Volume 2, Chapter 2, Section 5, Maintenance and Minimum Equipment Lists for U.S.-Registered Aircraft 319. General.
- FAA Order 8400.10, Volume 2, Chapter 2, Section 6, Termination of Special Purpose Flight Crewmember Certificates.
- FAA Order 8400.10, Volume 3, Chapter 15, Section 1, Paragraph 2083—Review of Manuals.
- FAA Order 8400.10, Volume 3, Chapter 15, Section 1, Paragraph 2085-- Format and Style of Manuals.
- FAA Order 8400.10, Volume 3, Chapter 15, Section 2, Paragraph 2101-- Phase One: Establishing A Framework for Review.
- FAA Order 8400.10, Volume 3, Chapter 15, Section 6, Paragraph 2227-- Approval and Acceptance of Flight Attendant Manuals and Checklists 2227. General.
- FAA Order 8400.10, Volume 6, Chapter 2, Section 6, Paragraph 205--Procedures for Reviewing Operations Manuals.
- Preamble: 60 FR 65832, Conversion from 14 CFR 135 to 14 CFR 121 Requirements.

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SRR SPECIFIC INFORMATION

SRR	Intent	Inspectors
119.65 (e)	To specify the management personnel information required to be in the manual.	<i>Certification: ASI</i> <i>Surveillance: ASI</i>
121.135(a), (b)	To specify the manual's content, format, and restrictions.	<i>Certification: ASI</i> <i>Surveillance: ASI</i>
121.135 (c)	To require a copy of the manual to be located at the principal base of operations.	<i>Certification: ASI</i> <i>Surveillance: ASI</i>
121.141 (b)	To provide a method for an Air Carrier to utilize a company Aircraft Operating Manual (AOM) in lieu of an Airplane Flight Manual (AFM).	<i>Certification: ASI</i> <i>Surveillance: ASI</i>
121.360(b), (c)	TBD	<i>Certification: ASI</i> <i>Surveillance: ASI</i>
121.369 (a)	To require that organizational charts for maintenance, preventive maintenance, and alterations be in the manual.	<i>Certification: ASI</i> <i>Surveillance: ASI</i>
121.369 (b)	To require that the programs for maintenance, preventive maintenance, and alterations be in the manual.	<i>Certification: ASI</i> <i>Surveillance: ASI</i>
121.628	To ascertain that each particular Aircraft MEL is consistent with like aircraft and the MMEL.	<i>Certification: ASI</i> <i>Surveillance: ASI</i>

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2.1.2 Content Consistency Across Manuals

SECTION 1 - RESPONSIBILITY ATTRIBUTE

Objective: To determine if there is a clearly identifiable, qualified, and knowledgeable person who is accountable for the quality of the Content Consistency Across Manuals process.

To meet this objective, the inspector will accomplish the following tasks:

1. Identify the person who is responsible for the quality of the Content Consistency Across Manuals process.
2. Review the description in the Manual that delineates the duties and responsibilities of the person.
3. Evaluate the person's qualifications and work experience (or resume', if appropriate).
4. Review the appropriate organizational chart.
5. Discuss the Content Consistency Across Manuals process with the person.

To meet this objective, the inspector will determine and record answers to the following questions:

1. Is there a clearly identifiable person who is answerable for the quality of the Content Consistency Across Manuals process?	<input type="checkbox"/> YES If yes, provide the name: <input type="checkbox"/> NO If no, explain:
2. Does the person understand the procedures associated with the Content Consistency Across Manuals process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
3. Does the person understand the controls associated with the Content Consistency Across Manuals process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
4. Does the person understand the interfaces associated with the Content Consistency Across Manuals process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
5. Does the person understand the process measurements associated with the Content Consistency Across Manuals process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
6. Is the responsibility of this position clearly documented in the air carrier's Manual(s)?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
7. Are the qualification standards for this position clearly documented?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
7a Are the qualification standards for this position appropriate for the duties that are assigned?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
8. Does the person meet the qualification standards?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
9. Does the person acknowledge that he/she has responsibility for the Content Consistency Across Manuals process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
10. Does the person know who has authority to establish and modify the Content Consistency Across Manuals process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO

Safety Attribute Inspection (SAI) Job Aid

2.1.2 Content Consistency Across Manuals

SECTION 2 – AUTHORITY ATTRIBUTE

Objective: To determine if there is a clearly identifiable, qualified, and knowledgeable person with the authority to establish and modify the Content Consistency Across Manuals process.

To meet this objective, the inspector will accomplish the following tasks:

1. Identify the person who has the authority to establish or modify the Content Consistency Across Manuals process.
2. Review the description in the Manual that delineates the duties and responsibilities of the person.
3. Evaluate the person's qualifications and work experience (or resume', if appropriate).
4. Review the appropriate organizational chart.
5. Discuss the Content Consistency Across Manuals process with the person.

To meet this objective, the inspector will determine and record answers to the following questions:

1. Is there a clearly identifiable person who has authority to establish and modify the air carrier's policies for the Content Consistency Across Manuals process?	<input type="checkbox"/> YES If yes, provide the name: <input type="checkbox"/> NO If no, explain:
2. Does the person understand the procedures associated with the Content Consistency Across Manuals process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
3. Does the person understand the controls associated with the Content Consistency Across Manuals process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
4. Does the person understand the interfaces associated with the Content Consistency Across Manuals process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
5. Does the person understand the process measurements associated with the Content Consistency Across Manuals process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
6. Is the authority of this position clearly documented in the air carrier's Manual(s)?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
7. Are the qualification standards for this position clearly documented?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
7a Are the qualification standards for this position appropriate for the duties that are assigned?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
8. Does the person meet the qualification standards?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
9. Does the person acknowledge that he/she has authority for the Content Consistency Across Manuals process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
10. Does the individual know who has the responsibility for the Content Consistency Across Manuals process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
11. Are the procedures for delegation of authority clearly documented for the Content Consistency Across Manuals process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO

Safety Attribute Inspection (SAI) Job Aid

2.1.2 Content Consistency Across Manuals

SECTION 3 – PROCEDURES ATTRIBUTE

Objective: To determine if the air carrier has documented procedures for accomplishing the Content Consistency Across Manuals process.

To meet this objective, the inspector will accomplish the following tasks:

1. Review the documented instructions and information related to the Content Consistency Across Manuals process to ensure that they contain who, what, where, when, and how.
2. Review the FAA Guidance and Specific Regulatory Requirements (SRR) included in the supplemental information section of this SAI.
3. Discuss the Content Consistency Across Manuals process with appropriate personnel to gain an understanding of the procedures.
4. Observe the Content Consistency Across Manuals process to gain an understanding of the procedures.

To meet this objective, the inspector will determine and record answers to the following questions:

1. Do written procedures exist to achieve the desired result of the Content Consistency Across Manuals process:

1.1 Do written procedures ensure consistency across all of the Air Carrier's manuals? [SRR 121.135(a), (b)]

☐ YES **If no or N/A, explain:**
☐ NO
☐ N/A

1.2 Do written procedures ensure that the content of manuals is not in conflict with CFRs, Operations Specifications, or safe operating practices? [SRR 121.135(a), (b)]

☐ YES **If no or N/A, explain:**
☐ NO
☐ N/A

1.3 Do written procedures ensure that each of the Air Carrier's airplanes has the limitations and performance sections of the AFM in a FAA-approved format on board during operations? [SRR 121.141 (b), SRR 121.141(b)]

☐ YES **If no or N/A, explain:**
☐ NO
☐ N/A

1.4 Do written procedures ensure that proposed manual revisions are coordinated among department heads?

☐ YES **If no or N/A, explain:**
☐ NO
☐ N/A

1.5 Do written procedures ensure accuracy of organizational charts for maintenance, preventive maintenance, and alterations in the Air Carrier's manual? [SRR 121.369(a)]

☐ YES **If no or N/A, explain:**
☐ NO
☐ N/A

2. Do the procedures identify: who, what, where, when and how?

☐ YES **If no, explain:**
☐ NO

3. Are the procedures in compliance with the CFR(s)?

☐ YES **If no, explain:**
☐ NO

4. Do the procedures conform to other written guidance (E.g., Operations Specifications, FAA Orders, Airworthiness Directives, Advisory Circulars, Handbook Bulletins, Directives, and Manufacturer's Recommendations)?

☐ YES **If no, explain:**
☐ NO

Safety Attribute Inspection (SAI) Job Aid

2.1.2 Content Consistency Across Manuals

SECTION 3 – PROCEDURES ATTRIBUTE

5. Does the air carrier have the resources to support the written procedures for the Content Consistency Across Manuals process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
6. If alternate procedures exist for use during irregular conditions, do they achieve the same desired results as the primary procedures so that an equivalent level of safety is maintained? (E.g., a manual system used as a result of equipment failure).	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A, No alternate procedures exist for this element
7. Are the procedures published in different manuals relating to the Content Consistency Across Manuals process consistent?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
8. Does the air carrier have a documented method for assessing the impacts of procedural changes to the Content Consistency Across Manuals process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO

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2.1.2 Content Consistency Across Manuals

SECTION 4 – CONTROL ATTRIBUTE

Objective: To determine if checks and restraints are designed into the Content Consistency Across Manuals process to ensure a desired result is achieved.

To meet this objective, the inspector will accomplish the following tasks:

1. Review the documented instructions and information related to the Content Consistency Across Manuals process.
2. Review the FAA Guidance and Specific Regulatory Requirements (SRR) included in the supplemental information section of this SAI
3. Discuss the Content Consistency Across Manuals process with appropriate personnel to gain an understanding of the controls.
4. Observe the Content Consistency Across Manuals process to gain an understanding of the controls.

To meet this objective, the inspector will determine and record answers to the following questions:

1. Are the following checks and restraints built into the Content Consistency Across Manuals process:

1.1 Does the Air Carrier convert all manuals to an electronic format and use search engines to detect inconsistencies?	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.2 Does the Air Carrier ensure that all manual revisions are coordinated through a central “clearinghouse” (e.g., Tech Library or Publications Department)?	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.3 Does the Air Carrier have and maintain a method for ensuring that the subject matter that affects two or more manuals is not conflicting?	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
2. Do the checks and restraints ensure the desired result is achieved for the Content Consistency Across Manuals process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
3. Does the air carrier have a documented method for assessing the impacts of any changes made to checks and restraints in the Content Consistency Across Manuals process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
4. Does the air carrier have the resources to support the checks and restraints for the Content Consistency Across Manuals process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO

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2.1.2 Content Consistency Across Manuals

SECTION 5 - PROCESS MEASUREMENT ATTRIBUTE

Objective: To determine if the air carrier measures and assesses the Content Consistency Across Manuals process, to identify and correct problems or potential problems.

To meet this objective, the inspector will accomplish the following tasks:

1. Review the documented instructions and information related to the Content Consistency Across Manuals process.
2. Discuss the Content Consistency Across Manuals process with appropriate personnel to gain an understanding of the process measures.
3. Observe the Content Consistency Across Manuals process to gain an understanding of the process measures.

To meet this objective, the inspector will determine and record answers to the following questions:

1. <Deleted>

2. Does the air carrier's Content Consistency Across Manuals process include the following process measurements?

2.1 The Air Carrier audits its manual system to verify content consistency across manuals.

☐ YES If no or N/A, explain:
☐ NO
☐ N/A

2.2 The Air Carrier records and analyzes instances of noncompliance or inconsistency, and provides feedback to the issuing department.

☐ YES If no or N/A, explain:
☐ NO
☐ N/A

3. Does the air carrier document their process measurement methods and results?

☐ YES If no, explain:
☐ NO

4. Are the air carrier's process measurement methods effective?

☐ YES If no, explain:
☐ NO

5. Does the air carrier use their process measurement results to improve their programs?

☐ YES If no, explain:
☐ NO

6. Are the process measurement results accessible to the FAA?

☐ YES If no, explain:
☐ NO

7. Does the organization that conducts the process measurement have direct access to the person with responsibility for the Content Consistency Across Manuals process?

☐ YES If no, explain:
☐ NO

8. Does the air carrier have the resources to support the process measurement for the Content Consistency Across Manuals process?

☐ YES If no, explain:
☐ NO

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2.1.2 Content Consistency Across Manuals

SECTION 6 – INTERFACES ATTRIBUTE

Objective: To determine if the air carrier identifies and manages the interactions between the Content Consistency Across Manuals process and the other element processes within the Air Carrier organization.

To meet this objective, the inspector will accomplish the following tasks:

1. Review the documented instructions and information related to the Content Consistency Across Manuals process.
2. Discuss the Content Consistency Across Manuals process with appropriate personnel to gain an understanding of the interfaces.
3. Observe the Content Consistency Across Manuals process to gain an understanding of the interfaces.

To meet this objective, the inspector will determine and record answers to the following questions:

1. Are the following interfaces identified for the Content Consistency Across Manuals process:

1.1 Aircraft Configuration Control (System 1.0)

☐ YES **If no or N/A, explain:**
☐ No
☐ N/A

1.2 Manuals (System 2.0)

☐ YES **If no or N/A, explain:**
☐ No
☐ N/A

1.3 Flight Operations (System 3.0)

☐ YES **If no or N/A, explain:**
☐ No
☐ N/A

1.4 Personnel Training and Qualifications (System 4.0)

☐ YES **If no or N/A, explain:**
☐ No
☐ N/A

1.5 Route Structures (System 5.0)

☐ YES **If no or N/A, explain:**
☐ No
☐ N/A

1.6 Airman and Crewmember Flight, Rest, and Duty Time (System 6.0)

☐ YES **If no or N/A, explain:**
☐ No
☐ N/A

1.7 Technical Administration (System 7.0)

☐ YES **If no or N/A, explain:**
☐ No
☐ N/A

2. List any additional interfaces identified:

3. Are there written procedures for the use of air carrier personnel in the application of these interfaces?

☐ YES **If no, explain:**
☐ No

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2.1.2 Content Consistency Across Manuals

SECTION 6 – INTERFACES ATTRIBUTE

4. Are there controls to ensure that interfaces occur?

☐ YES If no, explain:

☐ NO

5. Are the interfaces between the Content Consistency Across Manuals process and other processes treated consistently in the Manual(s)?

☐ YES If no, explain:

☐ NO